



CLEVELAND

Indians™

2003 SEASON TICKET HOLDER HANDBOOK



THE CLEVELAND CLINIC
Every Life Deserves World Class Care

All photos: Gregory Drezdson

ADDITIONAL SEATS

Season Ticket Holders requesting additional seats should do so by calling your Account Executive at 216.420.HITS.

FAN CONDUCT

American League rules prohibit fans from entering the playing field, interfering with a ball in play, or negatively disrupting the game in any way. Those failing to comply will face immediate ejection from the Ballpark and possible arrest.

The Cleveland Indians encourage fan participation, but please remember that other fans, including children, are around you. Foul, abusive, socially unacceptable language and other behavior that offends public decency or morality will not be appreciated by other fans. Season tickets are a revocable license. An account holder is responsible for the behavior of those utilizing their season tickets. A season ticket account may be revoked at the discretion of the Cleveland Indians for any reason, including persistent violation of acceptable fan conduct.

RAIN CHECKS/CANCELED GAMES

Due to the capacity crowds we have here at Jacobs Field, a simple rained out ballgame can become a complex event. Specific rainout policies can vary pending the circumstances of each rainout game. As always, WE ASK THAT YOU, OR WHOMEVER YOU HAVE SHARED YOUR TICKETS WITH, REMEMBER TO HOLD ON TO THE ORIGINAL TICKET FROM A RAINED OUT GAME until a final policy has been announced for that particular game. Please remember that the original ticket may be necessary for exchange, credit, or admission to a rescheduled game.

POST SEASON TICKET PRIORITY

Full Season Ticket Holders will have the opportunity to purchase one Post Season ticket for each Full Season ticket held for all Division, American League Championship, and World Series games played at Jacobs Field in 2003. The Cleveland Indians plan to provide Full Season Ticket Holders with their same seat location for all Post Season games played at Jacobs Field in 2003, HOWEVER, due to our commitments to Major League Baseball, this cannot be guaranteed.

Partial Plan Ticket Holders (20-Game Plan) will have the opportunity to purchase one Post Season ticket per each 20-Game Ticket Plan held for one game in the Division Series, one game in the American League Championship Series, and one game in the World Series held at Jacobs Field in 2003. The Post Season games and seat locations for 20-Game Plan Ticket Holders will be determined at the sole discretion of the Cleveland Indians and announced at a later date.

Please note: The Cleveland Indians ask Season Ticket Holders to keep all unplayed Post Season tickets in a safe place until a policy is announced concerning possible credits or refunds.



Photo: Gregory Drezdson

SPECIAL SEASON TICKET HOLDERS

Section at indians.com

The exclusive Season Ticket Holders Only area within the Ticket Section gives you information on the following:

Lost Ticket Policy

Stolen Ticket Policy

Company/Corporate-Owned Tickets Policy

Ticket Ownership Policy

Rain Checks/Canceled Games Information

And Much More...

And during payment periods for season and post season tickets, you can conveniently pay online here as well.

Call an Account Executive today at 216.420.HITS or visit Indians.com for information on group outings, nightly Team Suite rentals, Gameday rentals, and tickets.

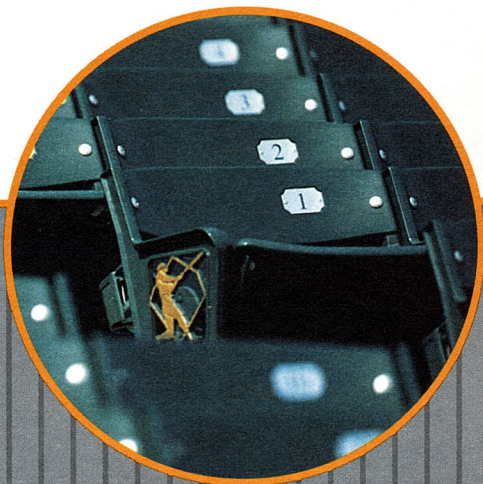


Photo: Gregory Drezdson



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EXCHANGE DATES FOR UNUSED SEASON TICKETS

Full Season ticket holders have an opportunity to exchange unused tickets for up to six (6) games during the 2003 season.

Full Season Tickets Holders must return unused tickets after the game has been played and the season ticket holder of record will be entitled to tickets to each of the six selected games.

Exchange Dates

Tuesday, April 29 vs. Anaheim

Thursday, May 22 vs. Detroit

Thursday, June 26 vs. Kansas City

Thursday, July 24 vs. Detroit

Thursday, August 28 vs. Detroit

Thursday, September 18 vs. Kansas City

The seat location will be Upper Deck Seating only, subject to availability.

All requests will be processed on a first-come first-served basis. Tickets can be mailed or "exchanged" in person at the Jacobs Field Main Box Office from 9:00am-5:00pm Monday – Friday. Exchanges can be made up to 24 hours prior to the "exchange" game.

Ticket exchange would be for one game, same number of tickets equal to the number of Full Season tickets, for one of the six exchange dates.

Tickets can be left at Will Call or can be picked up at the Box Office during business hours once processed. A minimum of 24 hours is required to process the exchange.

No rights are guaranteed in the event of a rainout on an exchange game.